



National Standards for Volunteer Involvement



Volunteering
AUSTRALIA

Contents

Acknowledgement of Country	3
Introduction	3
Background	4
Using the National Standards	5
The National Standards for Volunteer Involvement	7
National Standards Overview	8
National Standards, Criteria and Evidence	13
Glossary	29
Contact Details	32



The 2023 refresh of the National Standards for Volunteer Involvement was funded by the Australian Government Department of Social Services under the Volunteer Management Activity. Intellectual Property for the National Standards for Volunteer Involvement belongs to Volunteering Australia.

© Volunteering Australia

Acknowledgement of Country

Volunteering Australia acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respects to Elders past and present. Volunteering Australia recognises that community giving has been taking place in First Nations communities for tens of thousands of years. We are committed to recognising the contribution of First Nations Peoples and celebrating the power of volunteering and community giving to promote reconciliation.

Introduction

The **National Standards for Volunteer Involvement** (National Standards) are a best practice framework to guide volunteer involvement. They are an essential resource for all organisations and groups that engage volunteers.

Volunteer involvement is a two-way relationship. It provides volunteers with an opportunity to contribute to social, economic, and community outcomes and it enables organisations and groups to achieve their goals, vision and purpose.

Adoption of the National Standards has direct benefits to both volunteers and to organisations and groups:

- They help improve the volunteer experience and ensure that the wellbeing of volunteers is supported and their contributions are valued.
- They provide best practice guidance and benchmarks to help organisations attract, manage and retain volunteers and support effective risk and safety practices.

Volunteering continues to change in Australia, with the contemporary environment providing both opportunities and challenges for organisations and volunteers alike. In 2023, the National Standards were refreshed with the aim of ensuring that volunteering continues to thrive and grow into the future.

Background

The refreshed National Standards reflect the evolving volunteering environment while retaining the foundational elements of the previous National Standards for Volunteer Involvement developed in 2015. The development of the refreshed standards was informed by a sector wide consultation process conducted across each state and territory in 2023 and by insights gained through the National Strategy for Volunteering consultations held in 2022.

The National Standards highlight eight key areas for effective volunteer involvement. They are designed to:

- Allow flexibility in implementation, recognising that volunteering takes place in highly diverse settings and modes, which for example includes growth in virtual and micro-volunteering.
- Demonstrate best practice in structured organisations and programs or as a guide to more organic or informal community-based groups aspiring to best practice without creating barriers, curtailing flexibility and creativity.
- Support diversity and inclusion in all types of organisations and groups.

Using the National Standards

The National Standards allow organisations and groups to make use of simple, practical criteria across a broad range of volunteering scenarios in a way that is scalable to activity and resourcing. These standards are designed for organisations aspiring to best practice and can be applied at a high-level to guide and inform any organisation or group considering volunteer engagement.

There are eight standards:

- 1: Volunteering is embedded in leadership, governance and culture**
- 2: Volunteer participation is championed and modelled**
- 3: Volunteer roles are meaningful and tailored**
- 4: Recruitment is equitable and diversity is valued**
- 5: Volunteers are supported and developed**
- 6: Volunteer safety and wellbeing is protected**
- 7: Volunteers are recognised**
- 8: Policies and practices are continuously improved**

Each standard is accompanied by specific criteria and examples of evidence that indicate a standard has been met or how it could be met. The criteria reflect the core components of the National Standards, and the evidence acts as a guide as to whether the organisation or group is implementing that standard in practice.

Using the National Standards

Organisations and groups can use the National Standards in several ways:

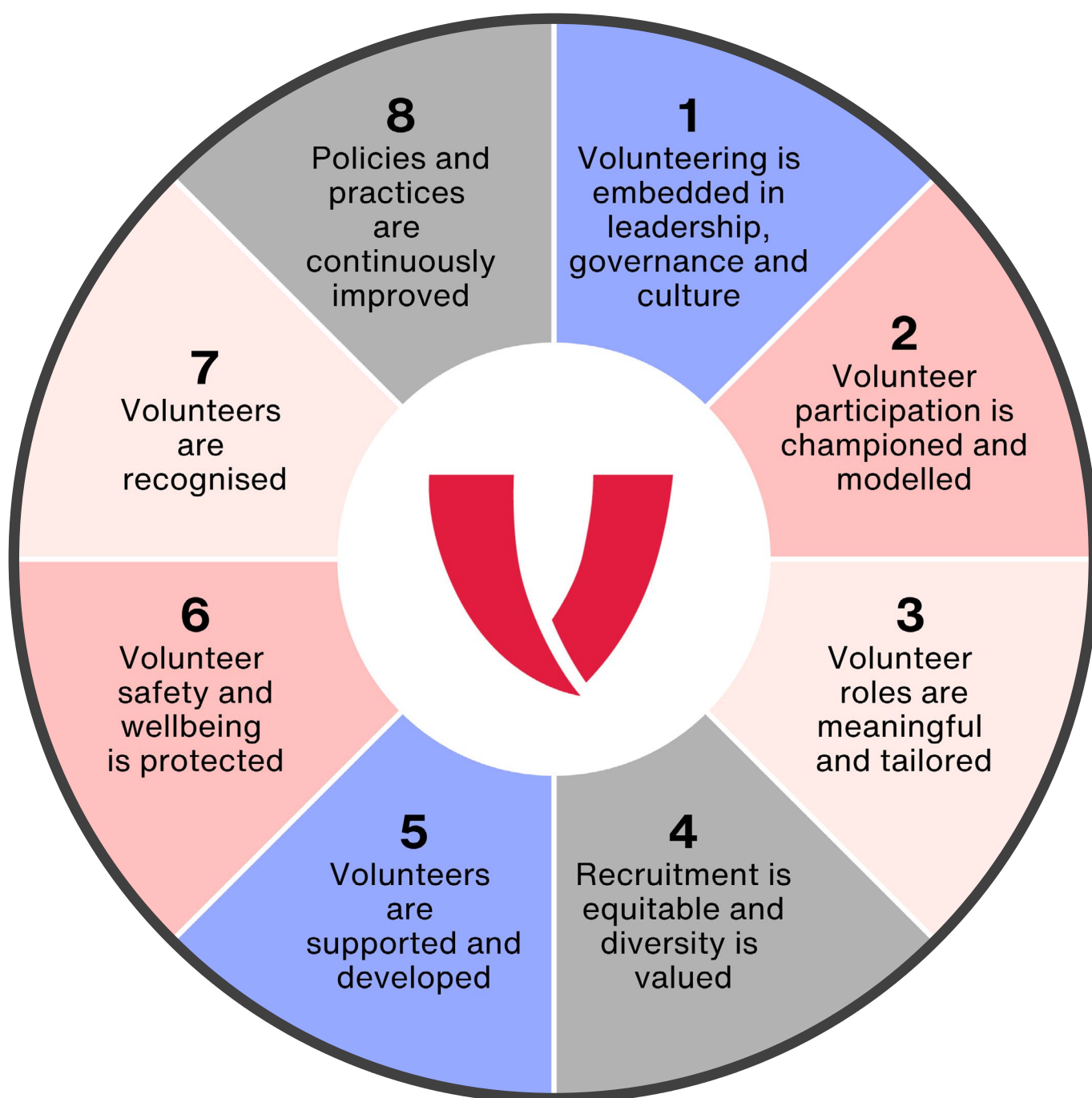
- As a general guide to improving practice.
- As guidelines or a checklist to help identify opportunities for making improvements.
- As a framework to assist in planning and establishing a new volunteering program.
- As an audit tool that provides a snapshot of organisational performance.
- As a baseline from which progress in making improvements can be monitored and measured.

The standards are intended to be flexible enough to apply to organisations and groups of different sizes, with varying levels of resources, in both urban and rural settings, led by employees or by volunteers. For example, volunteer-led organisations or groups of volunteers coming together to organise their own activities may find the National Standards useful for guiding their work, to consult when establishing a volunteering program, or for working towards a more formal organisational structure if desired. However, the criteria and suggested evidence underpinning each standard is for educational purposes and may not be applicable to all types of organisations.

Guidance, tools and resources to support the implementation of the National Standards are available on the **National Standards page of the Volunteering Australia website**.

National Standards for Volunteer Involvement

The eight National Standards for Volunteer Involvement are a best practice framework to support safe, effective and inclusive volunteering.



National Standards Overview

Standard 1: Volunteering is embedded in leadership, governance and culture

The governing body and organisation leaders promote volunteering and implement effective systems to support volunteer participation.

- 1.1 Responsibilities for engaging, leading and managing volunteer participation are defined and supported.
- 1.2 Governance and risk management arrangements facilitate safe and meaningful volunteer participation.
- 1.3 Policies and procedures applying to volunteers are developed with volunteers and communicated and implemented across the organisation.
- 1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.
- 1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteering activities. (This criterion only applies to organisations or groups working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for volunteers).

Standard 2: Volunteer participation is championed and modelled

Commitment to volunteer participation is set out through vision, planning and resourcing, and supports the organisation's or group's strategic direction.

- 2.1 The organisation publicly declares its commitment to volunteer participation.
- 2.2 A volunteering culture is championed and modelled at all levels of the organisation.
- 2.3 Volunteer participation is part of the organisation's vision, purpose, goals and objectives and is developed through engagement with volunteers.
- 2.4 Volunteering programs are supported by adequately resourced volunteer managers or officers.
- 2.5 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

Standard 3: Volunteer roles are meaningful and tailored

Volunteers are engaged in meaningful roles which contribute to the organisation's or group's purpose and meet volunteer interests and preferred style of participation.

- 3.1 Volunteer roles are designed and negotiated with volunteers, considering the needs and interests of volunteers.
- 3.2 Volunteer roles contribute to the organisation's purpose, goals and objectives.
- 3.3 Volunteer roles are defined, documented and communicated.
- 3.4 Volunteer roles are reviewed regularly including through feedback and engagement with volunteers about their experience.

Standard 4: Recruitment is equitable and diversity is valued

Volunteer recruitment and selection strategies meet the needs of the organisation and volunteers; they facilitate and value diversity and promote equity and accessibility.

- 4.1 Organisations and groups engage volunteers using planned and innovative approaches to attract people with relevant interests, knowledge and skills.
- 4.2 Potential volunteers are provided with information about the organisation, how volunteers contribute to its purpose and vision, available opportunities and the selection process.
- 4.3 Volunteers are selected based on their interests, knowledge, skills and suitability for the role, and consistent with anti-discrimination law.
- 4.4 Diversity, inclusivity and accessibility principles are built into recruitment activities, reflecting and promoting awareness of, and respect for, diversity and inclusion and the inherent value this brings to the organisation.
- 4.5 Screening processes maintain the safety and security of service recipients, employees, volunteers, and the organisation, in line with legal requirements and regulations.

Standard 5: Volunteers are supported and developed

Volunteers understand their roles and gain the knowledge, skills and feedback needed to participate safely and effectively.

- 5.1 Volunteers are provided with relevant induction and training.
- 5.2 Volunteers' knowledge and skills are reviewed to identify support and development needs.
- 5.3 Volunteers are engaged with throughout their time with an organisation or group and provided with supervision and support that enables them to participate fully.
- 5.4 People with responsibility for volunteers have sufficient time and resources to engage with and provide appropriate and required support.
- 5.5 Changes to the role of a volunteer are fair and consistent and achieved through engaging with the volunteer.

Standard 6: Volunteer safety and wellbeing is protected

The health, safety and wellbeing of volunteers is protected and volunteers understand their rights and responsibilities.

- 6.1 Effective working relationships with employees, and between volunteers, are facilitated.
- 6.2 Organisations and groups meet their legal and ethical obligations to protect volunteers from harm.
- 6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances.
- 6.4 Volunteers understand and have access to complaints procedures.
- 6.5 Complaints, concerns and safety incidents are analysed to identify causes and inform continuous improvement.

Standard 7: Volunteers are recognised

Volunteer contribution, value and impact are understood, appreciated and acknowledged.

- 7.1 How volunteers add value to the organisation, service recipients and the community is clearly understood.
- 7.2 Volunteer effort is measured and acknowledged in the organisation's reporting and used to demonstrate impact.
- 7.3 The organisation regularly engages with volunteers about the impact of their contribution.
- 7.4 Volunteer acknowledgement is appropriate to the volunteer and respectful of cultural values and perspectives.

Standard 8: Volunteer policies and practices are continuously improved

Effective volunteer involvement results from a system of best practice, regular review and continuous improvement.

- 8.1 Policies and procedures are designed and implemented to effectively guide all aspects of volunteer involvement.
- 8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.
- 8.3 The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers, and other stakeholders.
- 8.4 Opportunities are available for volunteers to provide feedback on their experience and relevant areas of the organisation's work.

National Standards, Criteria and Evidence

Standard 1: Volunteering is embedded in leadership, governance and culture

The governing body and organisation leaders promote volunteering and implement effective systems to support volunteer participation.

This standard provides guidance on the role of organisational leadership and governance in creating a culture that is supportive of volunteering and ensures there is clear accountability for the implementation of volunteering programs.

Adoption of this standard shows organisational commitment to provide direction and guidance for the work of volunteers, as well as understand and mitigate any risks related to engaging volunteers.

Governance arrangements vary depending on the type, nature and size of an organisation or group, and are scalable, but the standards provide a broad foundation for best practice.

1.1 Responsibility for engaging, leading and managing volunteer participation is defined and supported.

Evidence

- Overall responsibility for volunteer involvement is assigned at a senior level, e.g. board or executive.
- Responsibilities are documented in position descriptions, delegation authorities, policies and procedures.
- Employees or organisation members assigned with direct responsibility for volunteer involvement have relevant qualifications, skills or experience for the role.

1.2 Governance and risk management arrangements facilitate safe and meaningful volunteer participation.

Evidence

- Risk management systems are in place to identify, assess and respond to risks relating to volunteer participation.
- The governing body and senior leadership oversee volunteer risk management.
- Volunteers are informed of potential risks and are supported to manage or mitigate risk factors.

1.3 Policies and procedures applying to volunteers are communicated, understood, and implemented across the organisation or group.

Evidence

- Employees, governing body members and volunteers receive relevant induction and training on the organisation's volunteer policies and procedures.
- Compliance with volunteer policies and procedures is regularly monitored and improved.

1.4 Volunteer records are maintained, and volunteers and employees understand their obligations on information sharing, record keeping and privacy.

Evidence

- Information required to engage volunteers is identified.
- Information from screening checks for volunteers is documented and secured.
- The organisation has documented and implemented processes that comply with privacy legislation for securely managing volunteers personal and confidential information.
- Records of volunteer contribution, achievements and acknowledgement are maintained.
- Volunteers understand their obligations relating to information and privacy legislation.

1.5 Processes are in place to manage relationships with partner agencies in collaborative volunteering activities. (This criterion only applies to organisations working with other organisations in a collaborative activity involving volunteers and/or sharing responsibility for volunteers).

Evidence

- Principles for co-designed volunteer participation are documented.
- Expectations about respective roles are documented with partners and volunteers.
- Procedures for evaluating progress and outcomes are documented.
- Arrangements and agreements are reviewed on a regular basis.

Standard 2: Volunteer participation is championed and modelled

Commitment to volunteer participation is set out through vision, planning and resourcing, and supports the organisation's or group's strategic direction.

This standard describes a culture with a strong commitment to volunteer involvement, modelled through all levels of the organisation.

Adopting this standard assists the organisation to approach the involvement of volunteers in a planned way, ensuring that resources are allocated and that it is accountable for the way it works with volunteers.

2.1 The organisation publicly declares its commitment to volunteer participation.

Evidence

- The governing body and leaders publicly communicate the organisation's philosophy, direction and broad objectives for involving volunteers.
- Key documents are publicly available.

2.2 A volunteering culture is championed and modelled at all levels of the organisation.

Evidence

- The organisation's leadership models and reinforces attitudes and behaviours that value volunteer involvement.
- The organisation's commitment to volunteer involvement complies with legislation, industry standards, guidelines and codes of practice.
- Leaders promote good practice.

2.3 Volunteer participation is part of the organisation's vision, purpose, goals and objectives and is developed through engagement with volunteers.

Evidence

- Volunteer participation is reflected in the organisation's strategic plan and goals and aligns with the organisation's purpose and objectives.
- Planning identifies strategies for volunteer recruitment, recognition, management and development.
- Proposed volunteer involvement is assessed to ensure appropriateness and benefit.
- The organisation is open to opportunities for collaborating with other agencies on volunteering programs.

2.4 Volunteering programs are supported by adequately resourced volunteer managers or officers.

Evidence

- People with volunteer involvement responsibilities are provided with training, supervision and resources to effectively undertake their role.
- People with responsibility for volunteers have a voice in the organisation.

2.5 Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.

Evidence

- Where feasible, a budget is allocated and used for planning volunteering programs, operations and review.
- The governing body, employees and volunteers dedicate time to managing volunteer involvement.
- Equipment, materials, technology and space are provided to support volunteers in their roles.
- Policy and procedures for reimbursement are developed for volunteer out-of-pocket expenses.

Standard 3: Volunteer roles are meaningful and tailored

Volunteers are involved in meaningful roles that contribute to the organisation's or group's purpose and meet volunteer interests and preferred style of participation.

This standard outlines important considerations for the way volunteer roles are designed and ways to meet both the needs of contemporary volunteering and the objectives of the organisation.

Adopting this standard assists the organisation to match volunteers with appropriate roles and provide a positive volunteer experience.

3.1 Volunteer roles are designed and negotiated with volunteers, considering the needs and interests of volunteers.

Evidence

- Volunteer roles reflect the contemporary volunteering environment, volunteer availability and ways of involving volunteers, such as increased flexibility.
- Design of roles considers the contemporary volunteer experience and preferences, such as growth in skills-based volunteering, activity-based volunteering, spontaneous volunteering, cause-based, virtual and micro-volunteering.
- Volunteer roles and activities are designed to attract people with relevant attributes, and a diversity of experience and interests.

3.2 Volunteer roles contribute to the organisation's purpose, goals and objectives.

Evidence

- Descriptions of volunteer roles indicate how the role contributes to the organisation's purpose, goals and objectives.

3.3 Volunteer roles are defined, documented and communicated.

Evidence

- Where relevant, the relationship between volunteer and employee roles is defined.
- Volunteer roles meet the requirements of the Fair Work Act, or subsequent legislation addressing volunteer work, where required.
- Volunteer roles have written descriptions that include duties, responsibilities, and accountabilities.

3.4 Volunteer roles are reviewed regularly including feedback and engagement with volunteers about their experience.

Evidence

- Feedback from volunteers is sought throughout their involvement with an organisation or group and used to review the relevance and appropriateness of volunteer roles and activities.
- The governing body, leadership and staff contribute to the development and review of volunteer roles.

Standard 4: Recruitment is equitable and diversity is valued

Volunteer recruitment and selection strategies meet the needs of the organisation and volunteers; they facilitate and value diversity and ensure equity and accessibility.

This standard describes the recruitment policies, including appropriate screening, that ensure organisations are effective in attracting suitable volunteers while also building diversity, inclusivity, and accessibility principles into recruitment activities.

Meeting this standard helps organisations ensure prospective volunteers are provided with information to make informed decisions about working with the organisation and to implement consistent procedures for assessing, selecting and placing new volunteers.

4.1 Organisations and groups involve volunteers using equitable and innovative approaches to attract people with relevant interests, knowledge and skills.

Evidence

- Recruitment and selection of volunteers is guided by the organisation's broader plan for volunteer involvement.
- Innovative outreach methods are used to advertise and communicate volunteer opportunities, such as through social media.

4.2 Potential volunteers are provided with information about the organisation, how volunteers contribute to its purpose, available opportunities and the selection process.

Evidence

- Clear and accessible information is available to potential volunteers about the organisation and volunteer roles.
- Details of volunteer roles, organisation expectations of the role, and the recruitment and selection process are provided in print, electronically and/ or face-to-face.
- A contact point is identified for potential volunteers throughout the recruitment and selection process.
- Volunteers are informed of recruitment and selection outcomes and offered feedback.

4.3 Volunteers are selected based on their interests, knowledge, skills and suitability for the role, and consistent with anti-discrimination law.

Evidence

- A documented selection process is followed to match volunteer interest, knowledge, skills or attributes with suitable roles.
- Volunteer recruitment and selection complies with anti-discrimination law.

4.4 Diversity, inclusivity, and accessibility principles are built into recruitment activities, reflecting and promoting awareness of, and respect for, diversity and inclusion and the inherent value this brings to the organisation.

Evidence

- The organisation's diversity and inclusion principles and policies frame and inform volunteer involvement.
- The inherent value of volunteer diversity, such as gender, age and cultural and linguistic diversity, is communicated and respect for diversity is cultivated.
- Accessibility is specifically considered to support the inclusion of people with all abilities.

4.5 Screening processes maintain the safety and security of service recipients, employees, volunteers, and the organisation, in line with legal requirements and regulations.

Evidence

- Volunteer screening requirements are documented, applied and meet legal and regulatory requirements as required for specific sectors (e.g. criminal history, aged care and working with children and/ or vulnerable people).
- Potential volunteers are informed about screening processes and consent to them.
- In addition to legally required screening processes, guidelines are applied to determining the types of convictions or disciplinary actions that preclude people from becoming volunteers, and to informing people about how their personal history may be used for decision making.

Standard 5: Volunteers are supported and developed

Volunteers understand their roles and gain the knowledge, skills and feedback needed to participate safely and effectively.

This standard outlines how organisations can support and develop volunteers to perform their roles well and in line with the organisation's needs.

Adopting this standard assists the organisation to identify and provide induction, skills development and the ongoing support needed to ensure the volunteer experience is positive.

5.1 Volunteers are provided with relevant induction and training.

Evidence

- Induction requirements for volunteer roles are documented and implemented.
- Volunteer induction includes information about the organisation, their volunteer role and how it contributes to the organisation's purpose, goals and objectives.
- Volunteers are made aware of their rights and responsibilities.
- Where appropriate, volunteers understand and agree to a code of conduct and/or rights and responsibilities statement.
- Relevant policies, such as reimbursement of out-of-pocket expenses, are explained to volunteers.

5.2 Volunteers' knowledge and skills are reviewed to identify support and development needs.

Evidence

- Processes are in place to review volunteers' knowledge and skills.
- Development opportunities are offered to existing volunteers where appropriate.
- Volunteers' knowledge and skills are reviewed when new roles and duties are implemented.

5.3 Volunteers are engaged with throughout their time and provided with supervision and support that enables them to participate fully.

Evidence

- The organisation's workforce development planning incorporates the needs and views of volunteers.
- Where appropriate, volunteers receive practical instruction on how to perform their roles and responsibilities safely and effectively.
- Relevant training and development opportunities are offered to volunteers throughout their involvement with the organisation.

5.4 People with responsibility for volunteers have sufficient time and resources to engage with and provide proper support.

Evidence

- Volunteers are assigned managers or support contacts appropriate to their role.
- Volunteer supervision and review is conducted for individuals and/ or teams of volunteers, matched to roles.
- Where applicable, organisation employees are offered training about how to effectively work with volunteers.

5.5 Changes to the role of a volunteer are fair and consistent and achieved through engaging with the volunteer.

Evidence

- Fair and transparent procedures are in place for changing the role of a volunteer and are achieved through engaging with the volunteer.
- Fair and transparent processes are in place for ceasing volunteer involvement, for whatever reason.
- Volunteer performance or misconduct issues are promptly identified, recorded and addressed in line with organisations policies and practices.

Standard 6: Volunteer safety and wellbeing is protected

The health, safety and wellbeing of volunteers is protected and volunteers understand their rights and responsibilities.

This standard commits the organisation to protecting volunteer safety and wellbeing and recognises its duty of care to volunteers.

Adopting this standard assists the organisation to meet its obligations for the health, safety and wellbeing of volunteers, manage risk and provide a supportive and responsive workplace for volunteers.

6.1 Effective working relationships with employees, and between volunteers, are facilitated.

Evidence

- Where requested, volunteers are provided with opportunities and resources to meet collectively regarding their work with the organisation.
- Where applicable, employees are offered training in how to effectively work with volunteers.

6.2 Organisations and groups meet their legal and ethical obligations to protect volunteers from harm.

Evidence

- Work, health and safety policies and procedures include volunteers.
- Expectations and limits of volunteer roles, including time commitments and any designated hours are agreed with volunteers, and individual workloads of volunteers are monitored.
- Volunteers understand and are aware of their rights and responsibilities.

6.3 Processes are in place to protect the health, safety and wellbeing of volunteers in their capacity as volunteers, including relevant insurances, such as personal injury and liability.

Evidence

- Workplace health and safety management policies and procedures include volunteers.
- Where applicable, volunteers are insured for personal injury and liability.
- Volunteers have access to post-incident debriefing, e.g. the Employee Assistance Program.
- Volunteers understand and are aware of their rights and responsibilities.

6.4 Volunteers understand and have access to complaints procedures.

Evidence

- Volunteers are given information about how to make a complaint or raise a concern within the organisation and to relevant external bodies.
- Complaints from volunteers are managed consistently, transparently and equitably.

6.5 Complaints, concerns and safety incidents are analysed to identify causes and inform continuous improvement.

Evidence

- Complaints and concerns from volunteers and safety incidents are managed consistently and recorded to inform continuous improvement, induction and training.

Standard 7: Volunteers are recognised

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

This standard sets out how organisations and groups can recognise volunteer contribution and their positive impact on the organisation and its work.

Adopting this standard assists the organisation to develop and maintain a respectful relationship with its volunteers, ensuring that volunteers feel valued for their efforts.

7.1 How volunteers add value to the organisation, service recipients and the community is clearly understood.

Evidence

- People at all levels of the organisation are informed of, and can articulate, the organisation's reasons and benefits for involving volunteers.

7.2 Volunteer effort is measured and acknowledged in the organisation's reporting and used to demonstrate impact.

Evidence

- Volunteers are informed of the organisation's reasons and benefits for involving volunteers.
- Volunteers are provided with feedback on the impact and value of their contribution to the organisation and its work.
- The governing body, employees and volunteers are involved in the evaluation of volunteer participation.

7.3 The organisation regularly engages with volunteers about the impact of their contribution.

Evidence

- The organisation plans and schedules activities to acknowledge and celebrate the value, contribution and impact of volunteers at the individual and group level.
- References and statements of service are provided to volunteers.
- The governing body and leaders champion and lead volunteer acknowledgement.

7.4 Volunteer acknowledgement is appropriate to the volunteer and respectful of cultural values and perspectives.

Evidence

- Volunteers are consulted on appropriate acknowledgement.
- Volunteer acknowledgement is provided in a variety of formats appropriate to the volunteer role and volunteer.
- Activities that acknowledge volunteers align with the volunteer's culture and perspectives.
- It is accepted that some people may not wish to be recognised for their volunteering and view it as civic or community giving and responsibility, and that for some that requires no overt recognition.

Standard 8: Policies and practices are continuously improved

Effective volunteer involvement results from a system of good practice, regular review and continuous improvement.

This standard details how quality management and continuous improvement can help organisations to monitor volunteer involvement programs and identify and implement ways of improving outcomes for both volunteers and the organisation.

This standard assists the organisation to follow good practice in its policies and procedures, implement processes for review and evaluation, and systematically make ongoing positive change.

8.1 Policies and procedures are designed and implemented to effectively guide all aspects of volunteer involvement.

Evidence

- Volunteer involvement strategies, policies and procedures are informed by current best practice and meet legislative requirements.
- Policies and procedures effectively guide volunteer best practice.
- All employees and volunteers are made aware of and understand policies and procedures relating to volunteer involvement.
- Volunteer involvement policies and procedures are reviewed and improved on a regular schedule.
- Processes are in place for identifying, implementing and communicating required changes to volunteer involvement policies and procedures.

8.2 Volunteer involvement is regularly reviewed in line with the organisation's evaluation and quality management frameworks.

Evidence

- Quantitative and qualitative performance data is used to monitor, review and improve the organisation's volunteer involvement and management systems, effectiveness of volunteer contribution and impact on outcomes.
- Feedback from volunteers, employees and other stakeholders informs improvements to volunteer involvement.

8.3 The organisation's performance with volunteer involvement is monitored and reported to the governing body, employees, volunteers and stakeholders.

Evidence

- Quantitative and qualitative performance data relating to the organisation's volunteer involvement objectives are identified, collected and analysed.
- Performance data, including effective use of time, impact and delivered outcomes, is used to regularly evaluate volunteer involvement.
- Overall organisational performance related to volunteer involvement is communicated to the governing body, employees, volunteers and stakeholders.

8.4 Opportunities are available for volunteers to provide feedback on their experience and relevant areas of the organisation's work.

Evidence

- Feedback and input from volunteers about their experience as volunteers is regularly sought.
- A range of methods is used to gain volunteer feedback, appropriate to volunteers and their roles.
- Volunteers are provided with opportunities to contribute to the review and development of the organisation.
- Data is collected and analysed to evaluate volunteer satisfaction.



Glossary

Activity-based volunteering: Volunteering to complete an activity-based task or role. For example, planting trees or sorting donations.

Audit: Examination of an organisation's data and processes to determine performance against criteria, specific procedures or standards.

Cause-based volunteering: Volunteering motivated by a specific cause or issue, such as the environment or animal welfare, sometimes across multiple organisations.

Comply/compliance: Meeting or fulfilling requirements, particularly in relation to government and industry legislation, regulation and standards.

Continuous improvement: Ongoing review and adaption to improve services, processes or products. Improvements may be incremental over time, or significant stand-alone advancements.

Criteria: The specific requirements that need to be met.

Employees: Paid personnel and staff.

Evaluation: The formal process of assessing how successful an activity, program or plan has been.

Evidence: Documents, reports or other information that demonstrate compliance or performance.

Governance: The legal authority of a corporate governing body to make decisions and establish policies and plans.

Governing body: The group of people legally responsible for governance of the organisation (usually a Board of Directors or members of a management committee).

Microvolunteering: Volunteering in an ad-hoc way for short periods. Micro-volunteering can take place online or offline, and usually does not require an ongoing obligation on behalf of volunteers.

National Standards Glossary

Monitor: To check, supervise, observe critically, or record the progress of an activity, action or system on a regular basis to identify change.

Objectives: Results or outcomes that an organisation wants to achieve through its planned activities.

Organisation culture: The commonly held beliefs and attitudes within an organisation.

Policy: Concise formal statements which outline what the organisation adheres to and aims to achieve on particular matters.

Procedure: Details and steps of how an organisation's policy is to be applied and achieved.

Risk: The chance of something happening that will have an adverse impact on an organisation's objectives. Risk is measured in terms of likelihood and consequences.

Risk management: Ongoing identification, analysis, assessment and control or elimination of risk to the organisation.

Skills-based Volunteering: Where individuals or groups with professional qualifications and/or experience volunteer their skills and expertise. For example, building a website or providing bookkeeping services.

Spontaneous volunteers: People without a formal association with an organisation or group who seek out or are invited to help with various volunteering opportunities, often in connection with a community response to disasters. Also referred to as emergent volunteers or unaffiliated volunteers.

Staff: People working with the organisation to undertake defined roles and responsibilities; includes both paid personnel (e.g. employees) and unpaid personnel (e.g. volunteers).

Standards (industry or service standards): Specific procedures or outcomes that organisations can follow to meet requirements or implement good practice within an industry area.

National Standards Glossary

Virtual volunteering (also known as remote volunteering or online volunteering):

Virtual, remote or online volunteering allows individuals to work with organisations remotely. Volunteer tasks are completed online, and interaction is through a digital platform or via email.

Volunteers: Those who give their time willingly for the common good and without financial gain.

Volunteering: Time willingly given for the common good and without financial gain.

Volunteer Management: The function of managing, leading, and supporting volunteers. Also referred to as Volunteer Coordination and Volunteer Leadership.

Contact Details



Volunteering Australia

volunteeringaustralia.org

02 6189 4921

hello@volunteeringaustralia.org

VolunteeringACT

volunteeringact.org.au

02 6251 4060

info@volunteeringact.org.au

The Centre for Volunteering (NSW)

volunteering.com.au

02 9261 3600

info@volunteering.com.au

Volunteering Queensland

volunteeringqld.org.au

07 3002 7600

reception@volunteeringqld.org.au

Volunteering SA&NT

vsant.org.au

08 8221 7177

reception@vsant.org.au

Volunteering Tasmania

volunteeringtas.org.au

03 6231 5550

team@volunteeringtas.org.au

Volunteering Victoria

volunteeringvictoria.org.au

03 9052 4524

info@volunteeringvictoria.org.au

Volunteering WA

volunteeringwa.org.au

08 9482 4333

info@volunteeringwa.org.au

